

FILL-IN RECEPTIONIST

DHHS FILL-IN POSITION ONLY. NON-EXEMPT

ALL REQUIRED DOCUMENTATION MUST BE SUBMITTED BY THE CLOSING DATE OR THE APPLICANT WILL NOT BE CONSIDERED FOR EMPLOYMENT

- ☐ Completed Keweenaw Bay Indian Community application
- ☐ Current Resume'
- ☐ Personal Statement
- ☐ Minimum of three (3) Letters of Recommendation
- ☐ If you are American Indian, you must attach a copy of tribal enrollment or proof of descendency
- ☐ If you are a Veteran, you must attach a copy of your DD214

Keweenaw Bay Indian Community
Pauline Spruce, Personnel Director
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Distribution Date: December 28, 2012

Closing Date: Open Continuous

POSITION ANNOUNCEMENT

POSITION:

FILL-IN RECEPTIONIST

Fill-in position only – Department of Health & Human Services (DHHS)
Medical Clinic/Dental Clinic

LOCATION:

Donald A. LaPointe Health & Education Facility
102 Superior Avenue; Baraga, Michigan 49908

SUPERVISORY CONTROL:

Associate Director

SALARY:

Grade 3 (minimum starting wage = \$8.91/hour)

QUALIFICATIONS:

- High School Diploma or GED required.
- One year experience in a Medical, Dental or other health care clinic experience preferred.
- Knowledge and experience using Windows Office Application required.
- Possess working knowledge of general office procedures and systems.
- Strong organizational skills.
- Ability to operate office equipment (copier, fax, mail machine).
- Must be able to efficiently type and file, and must be able to pass clerical testing by 70%.
- Possess excellent written and verbal communication skills, and have the ability to work effectively with people.
- Professional appearance.
- Must maintain strict confidentiality.
- Must be able to lift 40 pounds unassisted.
- Must be able to obtain a satisfactory clearance in accordance with the Indian Child Protection and Family Violence Prevention Act Background Investigations Policy.
- Employment is contingent upon the satisfactory result of a Security Background Check, pre-employment drug testing and pre-employment physical.

INDIAN PREFERENCE:

Preference will be given to qualified individuals of American Indian descent.

VETERAN PREFERENCE:

Preference will also be given to Veterans (need DD214).

DUTIES AND RESPONSIBILITIES:

- Answering phone reception of patients for the Keweenaw Bay Indian Community Medical Clinic in the DHHS located at the Donald A. LaPointe Health & Education Center. Take and relay accurate phone messages to the appropriate medical staff. Ensure phone coverage during business hours of operation.
- Phone triage of all medical/dental clinic phone calls to document urgency.
- (Dental) reminds all patients of appointments two days prior to appointment. Attempts to fill cancelled appointments by referring to patient wait list or by direction of Supervisor. (Medical) reminds all patients of their appointment one day in advance.
- Enters all appointments into RPMS electronic Scheduling/Billing System.
- Updates electronic scheduling system/Billing System with No show appointments and Cancellations.
- Maintain medical clinic open access scheduling per policy.
- Prepare daily the patient charts for the Medical Clinic providers or Dental Providers
- Greet each medical/dental clinic patient as they arrive for their appointment.
- Must be familiar and follow office policies and procedures including Patient Confidentiality and HIPAA requirements. Issue "HIPAA Notice of Privacy Practices" information. Obtain "Acknowledge of Receipt of Notice of Privacy Practices" form and file on the patient chart. Update the form annually.
- Responds to patient questions and assists patients with directions to other health staff.
- Other job duties as assigned by supervisor.

This position announcement summary is intended to indicate the kinds of tasks which will be required of this position and shall not be construed as declaring what the specific duties and responsibilities of the position will be. It is not intended to limit or modify the right of the supervisor to assign, direct and control the work of this position, nor to exclude other similar duties not mentioned. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level difficulty.

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